



Department of Environmental Quality

CERTIFIED OPERATOR PORTAL

User Guide





Are you a NC certified operator?

Want to check your CE hours?

Renew your certification?

Change your address?

STEP 1:



North Carolina Identity Management (NCID)

New User Registration

Please indicate your user type from one of the following categories:

Get Your FREE NCID

- Individual** Request access to the State of North Carolina services as an individual or citizen.
- Business** Request access to the State of North Carolina services on the behalf of a business.
- State Employee** Currently employed or assigned to work for an agency within the State of North Carolina government.
- Local Government Employee** Currently employed or assigned to work for a North Carolina county or municipality.



Click anywhere on the image above or go to: <https://ncidp.nc.gov/ncidsspr>

Verify

A screenshot of the North Carolina Identity Management (NCID) verification process. The title bar reads 'North Carolina Identity Management (NCID)'. Below the title bar, the text says 'Please complete the verification process. This process helps to protect your account from abuse.' There is a reCAPTCHA widget with a box around the 'I'm not a robot' checkbox and a 'Verify' button with a checkmark, both highlighted with red boxes. A 'Cancel' button with an 'x' icon is also visible.

North Carolina Identity Management (NCID)

Please complete the verification process. This process helps to protect your account from abuse.

I'm not a robot

reCAPTCHA
Privacy - Terms

Verify ✓ Cancel ✕

Register

To register a new account, please complete the following form.

Requested UserID*

Prefix (Optional)

First Name*

Middle Initial (Optional)

Last Name*

Suffix (Optional)

Email Address*

Confirm Email Address*

Mobile Number (Optional)

New Password*

- Password is case sensitive.
- Must be at least 8 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- Must have at least 1 lowercase letter.
- Must have at least 1 uppercase letter.
- Must not include part of your name or username.
- Can be changed no more often than once every 3 days.
- Must have at least 4 types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)
 - Other language characters not listed above
- New password may not have been used previously.



Strength: Weak



Continue



Cancel



Check your email . . .

North Carolina Identity Management (NCID)

To verify your identity, an email has been sent to you. Please click the link in the email to complete the verification process. You must activate your account within 3 days or for security reasons it will be deleted.

To ensure that NCID messages will always be delivered to your Inbox, please verify that your email client and email provider are set up to accept messages from ncid.notifications@nc.gov.

If you do not receive the email in your Inbox within a few minutes, please verify that the message was not marked as spam and sent to the Junk Email folder. If this happens, please move the message to the Inbox so you can validate your account. You may now close this window.

New NCID User Registration <ncid.notifications@nc.gov>

Today at 9:38 AM

Thank you for requesting a new NCID account. To continue with your account registration, please [click here](#) to complete the request.

North Carolina Identity Management (NCID)

Your new user account has been successfully created.

Continue



Sign in to NCID



North Carolina Identity Management (NCID)

NCID is the standard identity management and access service provided to state, local, business, and individual users. NCID provides a high degree of security and access control to real-time resources.

User ID: [forgot your User ID?](#)

Password: [forgot your Password/unlock Account?](#)
 [Need Help?](#)

REMINDER: Bookmarking this page can lead to error messages or denied access to your application or service

To register for a new NCID account click here: [Register!](#)

This is a government computer system and is the property of the State of North Carolina. This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system may subject the individual to administrative disciplinary actions, criminal and civil penalties. Users have no expectation of privacy. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

Select Security Answers

North Carolina Identity Management (NCID)

If you forget your password or lock your account, you can access your account by answering your security questions.

Please choose your questions and answers that can be used to verify your identity in case you forget your password or lock your account. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security answers

— Please select a question item from the list —

☉

— Please select a question item from the list —

☉

— Please select a question item from the list —

☉

— Please select a question item from the list —

☉

— Please select a question item from the list —

☉

Save Answers 

North Carolina Identity Management (NCID)

Thank you. Your security questions and answers have been successfully saved. If you ever forget your password or lock your account, you can use the answers to these questions to reset your password or unlock your account.

Continue 



North Carolina Identity Management (NCID)

NCID Logout

You have successfully logged out of NCID. Please close your browser to prevent any possible unauthorized access to your account.

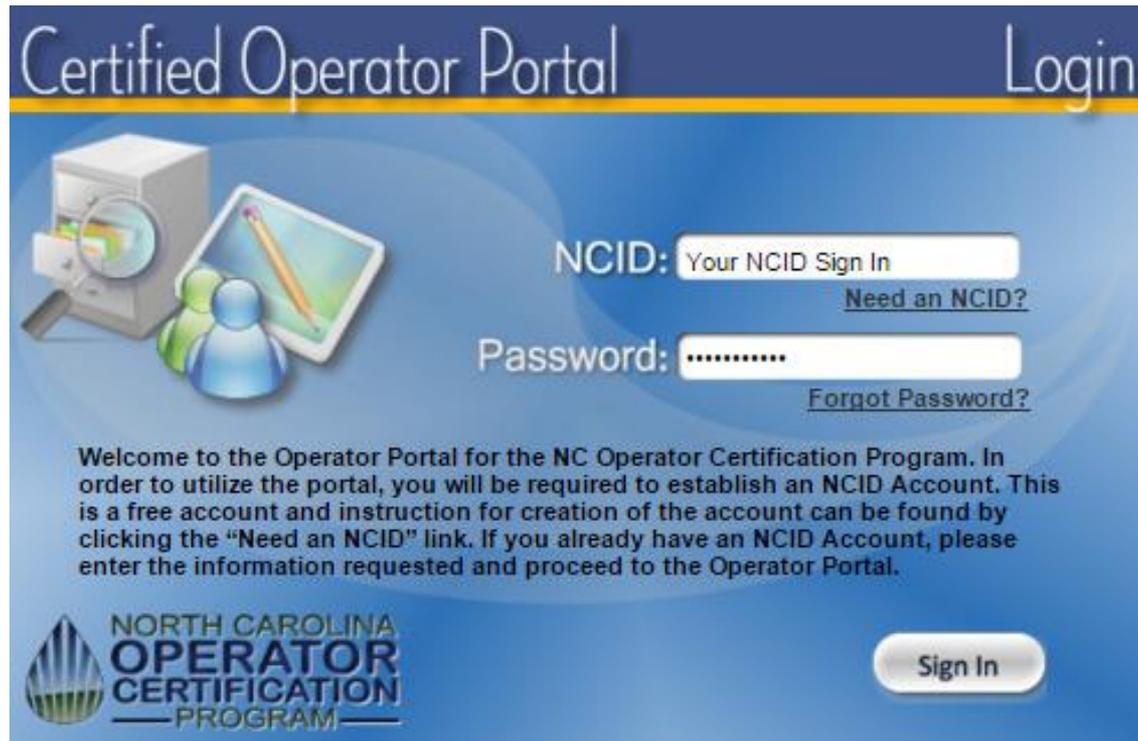


**Now you have what you need
to log in to the
NC Certified Operator Portal**

... Continue with STEP 2 (next)

STEP 2: Sign In

[*CLICK IMAGE TO LOG IN . . . or go to:*
<https://pws.ncwater.org/OpPortal/pages/dashboard.aspx>]



The screenshot shows the login interface for the Certified Operator Portal. At the top, the text "Certified Operator Portal" is on the left and "Login" is on the right. Below this is a blue header bar. The main content area features a central graphic of a water treatment machine, a tablet with a pencil, and a person icon. To the right of this graphic are two input fields: "NCID: Your NCID Sign In" and "Password:". Below the NCID field is a link "Need an NCID?", and below the password field is a link "Forgot Password?". A paragraph of text explains that users must establish an NCID Account, which is free, and provides instructions on how to create one. At the bottom left is the logo for the "NORTH CAROLINA OPERATOR CERTIFICATION PROGRAM", and at the bottom right is a "Sign In" button.

Certified Operator Portal Login

NCID: [Need an NCID?](#)

Password: [Forgot Password?](#)

Welcome to the Operator Portal for the NC Operator Certification Program. In order to utilize the portal, you will be required to establish an NCID Account. This is a free account and instruction for creation of the account can be found by clicking the "Need an NCID" link. If you already have an NCID Account, please enter the information requested and proceed to the Operator Portal.

 NORTH CAROLINA
OPERATOR
CERTIFICATION
PROGRAM

Enter your operator/certification ID number

Operator Identification Management

To create/reference your account we need to verify who you are. Please enter your Drinking Water Operator ID and/or one of your Animal/Waste Water Certificate IDs below.

If you are certified in both Drinking and Animal/Waste Water, you must enter an ID for both to view all information. Once your IDs are entered, click 'Lookup' to verify the associated Operator Name and click 'Save' when correct.



Clear	Lookup	Name	Verified	
<input type="button" value="Clear"/>	Drinking Water ID: <input type="text"/>	<input type="button" value="Lookup"/>	<input type="text"/>	<input type="checkbox"/>
<input type="button" value="Clear"/>	Animal/Waste ID: <input type="text" value="999529"/>	<input type="button" value="Lookup"/>	<input type="text" value="John Smith"/>	<input checked="" type="checkbox"/>



Cancel

Save

You're in! Need to update Contact Info, or add an operator ID?



Certified Operator Portal

Welcome, John Smith
Drinking Water ID: 990529
Animal / Waste ID: 1002806

[Add ID](#) [Contact Us](#) [Log Off](#)

- Contact Info
- Payment
- Professional Growth
- Examinations
- Certifications
- Facilities

Contact Information

Name

Drinking Water ID: 990529 AW or WW ID: 1002806

Home Address Preferred Contact

Home Phone

Street

Email

City

State Zip Code

Work Address Preferred Contact

Work Phone

Street

Ext

Employer

City

State Zip Code

pws.ncwater.org says:

Change request has been submitted to certification staff.

Note: Changes may take 24-48 hours to become effective.

OK

← When you submit a change, this is what you see...

Press OK to go back to your record

Change of Operator Information

NCID: [jsmith](#)

Date: July 07, 2016 Cert IDs: DW: 990529 WW: 1002806 Telephone#: 919-555-1212

Name: John Smith

New Name: John Smith

Address: 1234 Main Street

City: Raleigh State: NC Zip: 27604

Email: j.smith@gmail.com

Change of Employment Information

Employer: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone #: _____ Ext: _____

Preferred Method of Contact: Home

Received On: July 07, 2016 1:52:09 pm

This is what we receive...

Changes (in red) are sent to us for update. →

Check your Payment Tab . . . make a payment . . .



Certified Operator Portal

Welcome, John Smith
Drinking Water ID: 990529
Animal / Waste ID: 1002808

[Add ID](#) [Contact Us](#) [Log Off](#)

Contact Info

Payment

Professional Growth

Examinations

Certifications

Facilities

Payments Due

Due Date	Invoice Number	Invoice Type	Fee Type	Amount	Status	
06/14/2016	2016TC000020	Temporary / Conditional Certificate Fee	Conditional	85.00	Overdue	Pay Online

Payment History

Date	Invoice Number	Invoice Type	Fee Type	Amount	Status
06/08/2016	2016EX001046	Examination Fee	WW	85.00	Paid
01/20/2016	2016EX000035	Examination Fee	WW	85.00	Paid
10/30/2015	N/A	Certificate Renewal	DW- A-Surface	30.00	Paid
10/30/2015	N/A	Certificate Renewal	DW- A-Distribution	30.00	Paid
10/30/2015	N/A	Certificate Renewal	DW- Cross-connection	30.00	Paid
10/30/2015	N/A	Certificate Renewal	DW- C-Well	30.00	Paid

When you

Pay Online

...



Enter operator/certification #
to proceed to payment. →

Operator Certification ePayments

Online Certification Fees Payments

Water Treatment Facility Operator

Animal or Wastewater System Operator

Enter Operator ID:

Find Fees Due

Enter Certification Number:

Find Fees Due

Exit

Check this year's PGH/CE hours, need more? Choose from here...



Certified Operator Portal

Welcome, John Smith
Drinking Water ID: 990529
Animal / Waste ID: 1002806

[Add ID](#) [Contact Us](#) [Log Off](#)

- Contact Info
- Payment
- Professional Growth**
- Examinations
- Certifications
- Facilities

Professional Growth Hours

Classes

Please choose... [History](#)

Please choose...
Upcoming Drinking
Upcoming Waste

Current Certification Hours

Name	Hours	Date	Location
NC AWWAWEA Spring Conference	3.5	04/18/2016	
0.5 AWWA SPRING CONFERENCE - DW	0.5	04/17/2016	ASHEVILLE, NC
3 HR AWWA SPRING CONFERENCE - DW	3	04/17/2016	ASHEVILLE, NC
SURFACE IRRIGATION System Operators Training School	26	03/14/2016	

	Completed Hours	Needed Hours	Date Hours Due
Drinking Water	3.5	2.5	12/31/2016
Waste Water	29.5	0	12/31/2016

See exam history...Want to apply for the next exam?



Certified Operator Portal

Welcome, John Smith
Drinking Water ID: 990529
Animal / Waste ID: 1002806

[Add ID](#) [Contact Us](#) [Log Off](#)

- Contact Info
- Payment
- Professional Growth
- Examinations**
- Certifications
- Facilities

Examinations - Current

Upcoming Exams
Please choose...
Please choose...
Drinking Water
WW or AW

 Not currently registered for any exams.

Examinations - History

NOTE: You can review your test results for electronically administered exams by clicking on the 'Review Results' link in the grid below.

Type	Location	Date	Status	Exam Review
SURFACE IRRIGATION Operator	NCSU McKimmon Center	09/08/2016	Pass	Review Results
Grade 4 BIOLOGICAL Operator	NCSU McKimmon Center	03/10/2016	Pass	Review Results
Grade 4 BIOLOGICAL Operator	NCSU McKimmon Center	12/10/2015	No Show	Review Results
Grade 3 BIOLOGICAL Operator	NCSU McKimmon Center	09/10/2015	Pass	Review Results
Grade 4 COLLECTIONS Operator	NCSU McKimmon Center	06/11/2015	Pass	Review Results

WATER Certification exam results are not final until the Board approves them and you receive your Exam Result Letter in the mail.

Check the status of your certifications . . .



Certified Operator Portal

Welcome, John Smith
Drinking Water ID: 990529
Animal / Waste ID: 1002806

[Add ID](#) [Contact Us](#) [Log Off](#)

Contact Info

Payment

Professional Growth

Examinations

Certifications

Facilities

Certifications

Active Certifications: 8

Certification Type	Status	Effective Date	Valid Through
Cross-connection	Active	05/31/2012	12/31/2016
C-Well	Active	10/27/2011	12/31/2016
A-Distribution	Active	10/25/2012	12/31/2016
A-Surface	Active	04/05/2002	12/31/2016
CS-4	Active	06/11/2015	12/31/2016
PC-1	Active	06/09/2005	12/31/2016
WW-4	Active	03/10/2016	12/31/2016
SI	Active	09/08/2016	12/31/2016
B-Surface	Upgraded	04/20/2001	N/A
C-XSurface Temp	Upgraded	12/23/1999	N/A
C-Distribution	Upgraded	08/26/2010	N/A
B-Distribution	Upgraded	08/25/2011	N/A

Are you a designated operator? Need to update?



Certified Operator Portal

Welcome, John Smith
Drinking Water ID: 990529
Animal / Waste ID: 1002808

[Add ID](#) [Contact Us](#) [Log Off](#)

- Contact Info
- Payment
- Professional Growth
- Examinations
- Certifications
- Facilities

Facility Information

Download ORC / OIC Form

Please choose... ▼

Please choose...

Drinking Water

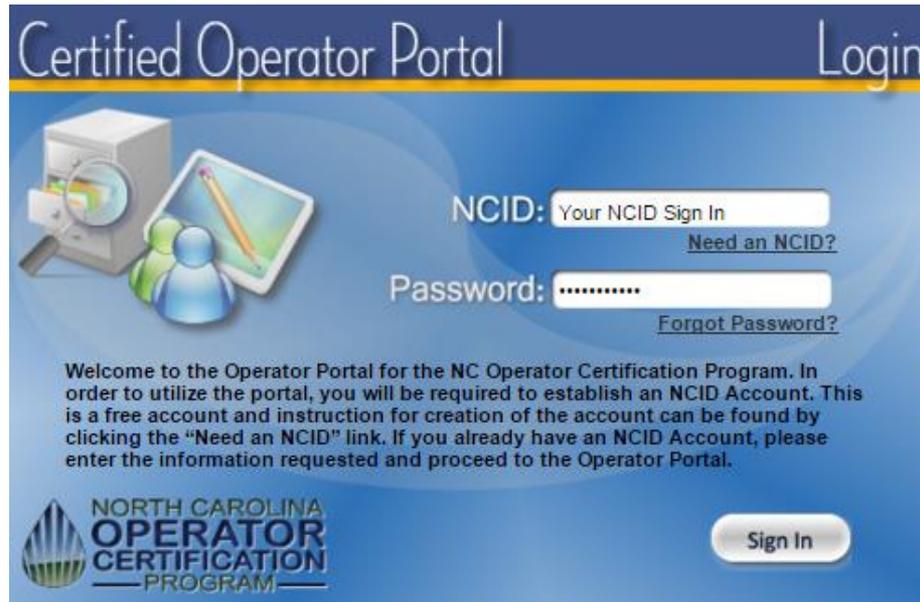
Waste Water

- If you have been newly designated as an ORC or OIC, your employer must submit a Designation Form. Click 'Download ORC / OIC Form' to download the form.
- Click 'Remove Designation' link to send an email requesting your ORC or OIC Designation be removed for that facility.

Facility	Facility Type	Cert Type	Location	Designation
Henderson-Kerr Lake Reg Wtr	Community	A-Distribution	Vance	ORC (Remove ORC Designation)
Henderson-Kerr Lake Reg Wtr	Community	A-Surface	Vance	ORC (Remove ORC Designation)
Henderson-Kerr Lake Reg Wtr	Community	Cross-connection	Vance	ORC (Remove ORC Designation)
Kerr Lake Regional WTP-City of Henderson	Wastewater	PC	Henderson	ORC (Remove ORC Designation)

Success!

[*Click image below to log in, or go to: <https://pws.ncwater.org/OpPortal/pages/dashboard.aspx>]*



Certified Operator Portal Login

NCID: [Need an NCID?](#)

Password: [Forgot Password?](#)

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[Questions? CLICK HERE](#)

